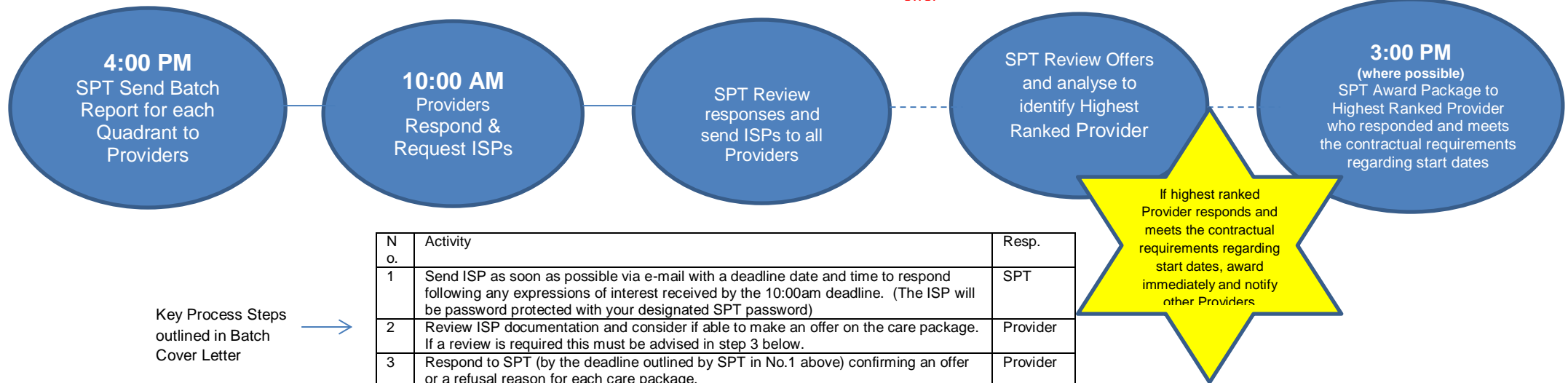


ECC/SERVICE PLACEMENT TEAM (SPT) BATCH REPORT – HIGH LEVEL PROCESS

Phase 3 for LAH Framework

Provider has up to a 3 ½ hour working window to review Batch Report and request ISP(s)

Provider has 1 hour to review ISP(s) and place an offer



Key Process Steps outlined in Batch Cover Letter

No.	Activity	Resp.
1	Send ISP as soon as possible via e-mail with a deadline date and time to respond following any expressions of interest received by the 10:00am deadline. (The ISP will be password protected with your designated SPT password)	SPT
2	Review ISP documentation and consider if able to make an offer on the care package. If a review is required this must be advised in step 3 below.	Provider
3	Respond to SPT (by the deadline outlined by SPT in No.1 above) confirming an offer or a refusal reason for each care package.	Provider
4	Review all offers and award the care package to the highest ranked Provider via email within 2 hours from the last ISP (SPT will endeavour to respond no later than 3.00pm). If required the highest ranked provider will be able to carry out an assessment.	SPT
5	Communicate via email outcome of care package to other Providers that have placed an offer that were lower ranked	SPT

Batch reports will show the following care package information for an Adult:

- All available care packages for that day, including those that are urgent (defined as those with a *Preferred Start Date* to start within 3 SPT business days or less from receiving the report)
- Packages which are in Target Supply Areas (TSAs) as defined by ECC
- Care packages which are offered to Providers at enhanced rates
- Packages can be sorted by Post Code to help the Providers identify those of interest

Please Note: Care packages that are already in place and require an increase, decrease and/or continuation will not be included on the report. Providers who currently provide services to the Adult will be contacted directly. SPT will attempt to place urgent packages by telephoning Providers in ranked list order; this will be done concurrent with the batch report process.

Important Note:

- Providers are to respond to the Batch Report email only if they would like to request ISPs, if you do not have capacity for the package there is no need to respond
- If the 10:00 a.m. deadline is missed Providers will still be able to express an interest in the care package(s). This will be reviewed only when the process steps are complete and a care package(s) remains available due to not being awarded.
- All care packages placed under this process will be placed using the applicable rate and terms and conditions as outlined in the Live at Home Framework (LAH).
- There is no provision for amending prices from the agreed Framework Rate.
- ISP's will be issued by SPT to **ALL** Providers that express an interest in a care package as soon as possible.
- Providers will have 1 hour to review the ISP and confirm if they wish to make an offer. **Assessments may only be organised by the highest ranked responding provider who should gain agreement from SPT before organising any assessments.**
- It is intended that ECC will only communicate with Providers via email using the batching process. The Business as Usual process, where SPT Co-ordinators contact providers in ranked list order directly by phone or email to place care packages on the LHRL will cease unless the care package is due to start within 3 SPT working days.



Essex County Council